



STATE OF MICHIGAN
DEPARTMENT OF LABOR AND ECONOMIC GROWTH
MICHIGAN TAX TRIBUNAL
ENTIRE TRIBUNAL DIVISION PREHEARING
CUSTOMER SERVICE SURVEY



MTT Docket Number _____ <pre-filled> _____

Vs

Petitioner Name _____ Respondent Name _____

Hearing Date: _____ Presiding Judge: _____

Complete the following sections by circling your response using the following legend:

1=Excellent 2= Satisfactory 3=Unsatisfactory 4=Not applicable

AT THE PREHEARING

1. The Judge/Hearing Officer clearly explained the prehearing conference process. 1 2 3 4
If you circled 3 please explain: _____
2. During the Prehearing Conference, I was treated in a respectful manner. 1 2 3 4
If you circled 3 please explain: _____
3. The Judge/Hearing officer demonstrated an understanding of the issue(s) in the case. 1 2 3 4
If you circled 3 please explain: _____
4. The Judge/Hearing Officer was respectful to all persons involved in the hearing. 1 2 3 4
If you circled 3 please explain: _____
5. The Judge/Hearing Officer assisted my hearing preparation by providing a clear appraisal of the weaknesses and strengths of the parties' positions and evidence. 1 2 3 4
If you circled 3 please explain: _____
6. The Judge/Hearing Officer was impartial during the Prehearing Conference. 1 2 3 4
If you circled 3 please explain: _____

THE FACILITY

7. The hearing room met the needs of the parties. 1 2 3 4
If you circled 3 please explain: _____
8. The hearing room was comfortable (temperature, etc.). 1 2 3 4
If you circled 3 please explain: _____
9. There were no outside distractions during the hearing. 1 2 3 4
If you circled 3 please explain: _____

STAFF CONTACTS

10. Contacts with Tribunal staff in person was courteous and professional. 1 2 3 4
If you circled 3 please explain: _____
11. Contacts with Tribunal staff by telephone have been courteous and professional. 1 2 3 4
If you circled 3 please explain: _____
12. Any questions that I had were clearly answered. 1 2 3 4
If you circled 3 please explain: _____
13. Letters that I have written to the Tribunal have been responded to quickly. 1 2 3 4
If you circled 3 please explain: _____
14. My telephone messages were returned within (excluding holidays & weekends) A B C D E F
A = Minutes B = Hours C = 1 days D = 2 days E = 3 or more days F = Not Applicable

Thank you for taking the time to evaluate the effectiveness of our services. If you would like to note anything that the judge/hearing officer and/or tribunal staff did that was particularly helpful or you have additional comments or concerns, please include them below.